

## CLAIMS

What is claimed is:

1           1.     A display tool that provides queue and agent statistics associated  
2 with a plurality of telecommunications events for viewing on a display  
3 interconnected to a network, the display tool comprising:

4                 a first module configured to receive data associated with each of  
5 the plurality of telecommunications events, and to place the data in a  
6 first format; and

7                 a second module configured to receive the data in the first  
8 format, and to place the data in a second format accessible by an  
9 information handling system, the information handling system being  
10 capable of creating a display window to display, in real-time, a portion  
11 of the data in the second format in graphical and textual  
12 representations on the display.

1           2.     The display tool according to Claim 1, wherein the first module  
2 is executed on a first server.

1           3.     The display tool according to Claim 2, wherein the second  
2 module is executed on a second server interconnected to the network.

1           4.     The display tool according to Claim 1, wherein the data in the  
2 first format includes

3                 a first field including a telecommunications switch extension  
4 number that provides information about the nature of a  
5 telecommunications event;

6 a second field including a number of previous  
7 telecommunications events having related telecommunications switch  
8 extension numbers that are awaiting service; and  
9 a third field including a time value of a longest duration that  
10 one of the number of previous telecommunications events has been  
11 awaiting service.

1 5. The display tool according to Claim 4, wherein the data in the  
2 first format further includes a fourth field including information identifying  
3 a site to which the telecommunications event associated with the data is  
4 directed.

1 6. The display tool according to Claim 5, wherein the  
2 telecommunications event is a telephone call from a customer requesting  
3 information.

1 7. A display tool that provides queue and agent statistics associated  
2 with a plurality of telecommunications events for viewing on a display  
3 interconnected to a network, comprising:

4 means for receiving data associated with each of the plurality of  
5 telecommunications events and for placing the data in a first format;  
6 and

7 means for receiving the data in the first format and for placing  
8 the data in a second format;

9 means for accessing the data in the second format; and

10 means for creating a display window to display, in real-time and  
11 in graphical and textual representations, a portion of the data in the  
12 second format on the display.

1 8. A call distribution system comprising:

2 a first automatic call reporting unit located at a first site, the first  
3 automatic call reporting unit being coupled to a publicly accessible  
4 communication medium;

5 a first server coupled to the first automatic call reporting unit,  
6 the first server being capable of receiving data including queue and  
7 agent statistics and of placing the data in a table format; and

8 at least one computer coupled to the first server, the at least one  
9 computer being capable of executing at least one software module to  
10 control the at least one computer to retrieve the data in the table  
11 format, and to create a display window to display, in real-time, a  
12 portion of the data on a monitor of the at least one computer.

1 9. The call distribution system according to claim 8, wherein the  
2 publicly accessible communication medium is one of a plurality of telephone  
3 lines and a predefined frequency range.

1 10. The call distributed system according to Claim 8 further  
2 comprising:

3 a communication link coupled to the first server;

4 a second server coupled to the communication link; and

5 a second automatic call reporting unit coupled to the second  
6 server and placed at a second site remotely located from the first site,

7 wherein the communication link, the second server and the second  
8 automatic call reporting unit would enable an agent located at the first  
9 site to monitor a queue normally supported by the second automatic  
10 call reporting unit remotely located from the first site.

1 11. The call distributed system according to Claim 10, wherein the  
2 communication link includes a wide area network.

1 12. The call distributed system according to Claim 11, wherein the  
2 first server is a computer operative under a network communication protocol  
3 including a Transmission Control Protocol/Internet Protocol ("TCP/IP").

1 13. The call distributed system according to Claim 10, wherein each  
2 of said first and second automatic call reporting units include  
3 a public broadcast exchange device capable of receiving a  
4 plurality of calls directed to the first site, and containing the plurality of  
5 calls in at least one predetermined queue; and  
6 a call management service server capable of monitoring the at  
7 least one predetermined queue to obtain queue and agent statistics  
8 associated with the plurality of calls.

1 14. The call distributed system according to Claim 13, wherein the  
2 queue and agent statistics obtained by the call management service server are  
3 placed in a record format that includes  
4 a first field including a telecommunications switch extension  
5 number that provides information about the nature of one of the  
6 plurality of telephone calls;

a second field including a number of outstanding calls associated with the telecommunications switch extension number that are awaiting service; and

a third field including a time value of a longest duration that one of the number of outstanding calls has been awaiting service.

15. The call distributed system according to Claim 14, wherein the record format further includes a fourth field including information identifying which of said first and second sites the one of the plurality of calls is directed.

16. A call distribution system comprising:

first call reporting means for receiving a plurality of calls through a publicly accessible communication medium, temporarily storing the plurality of calls in a pre-assigned queue, obtaining a first set of call statistics pertaining to the plurality of calls and routing the plurality of calls to a computing means, the first call reporting means being located at a first site;

first server means for receiving the first set of call statistics, including queue and agent statistics, and for placing the first set of call statistics in a table format, the first server means being coupled to the first call reporting means; and

computing means for executing at least one module to control the computing means to retrieve the first set of call statistics in the table format, and for creating a display window to display in real-time, a portion of the first set of call statistics on a monitor of the computing means.

1           17.    The call distribution system according to claim 16, wherein the  
2 publicly accessible communication medium is one of a plurality of telephone  
3 lines and a predefined frequency range.

1           18.    The call distributed system according to Claim 16 further  
2 comprising:

3                   bus means for transferring the first set of call statistics obtained  
4 by the first call reporting means, and a second set of call statistics  
5 obtained by a second call reporting means;

6                   second server means for receiving the first and second sets of call  
7 statistics, the second server means being coupled to the bus means; and

8                   the second call reporting means, configured to operate in  
9 combination with the second server means and the bus means, for  
10 enabling an agent located at the first site to monitor a queue normally  
11 supported by the second call reporting means remotely located from  
12 the first site.

1           19.    The call distributed system according to Claim 18, wherein the  
2 bus means includes a wide area network.

1           20.    The call distributed system according to Claim 16, wherein the  
2 first call reporting means includes

3                   a public broadcast exchange device capable of receiving a  
4 plurality of calls directed to the first site, and storing the plurality of  
5 calls in at least one predetermined queue; and

6 a call management service server capable of monitoring the at  
7 least one predetermined queue to obtain queue and agent statistics  
8 associated with the plurality of calls.

1 21. The call distributed system according to Claim 20, wherein the  
2 queue and agent statistics obtained by the call management service server are  
3 placed in a record format that includes

4 a first field including a telecommunications switch extension  
5 number that provides information about the nature of one of the  
6 plurality of telephone calls;

7 a second field including a number of outstanding calls associated  
8 with the telecommunications switch extension number that are  
9 awaiting service; and

10 a third field including a time value of a longest duration that  
11 one of the number of outstanding calls has been awaiting service.

1 22. The call distributed system according to Claim 21, wherein the  
2 record format further includes a fourth field including information  
3 identifying one of a plurality of sites, including said first site, the one of the  
4 plurality of calls is directed.

1 23. A method for providing a queue and agent statistics associated  
2 with a plurality of telecommunications events for viewing on a monitor of a  
3 computer interconnected to a network, the method comprising the steps of:

4 receiving data associated with each of the plurality of  
5 telecommunications events;

6 placing the data in a first format;

7 receiving the data in the first format; and  
8 placing the data in a second format accessible by the computer,  
9 wherein the computer creates a display window to display, in real-time  
10 and in graphical and textual representations, a portion of the data on  
11 the monitor of the computer.